

smartGuide

Answers in Human Services



introduction

Working in human services is challenging. No question about it. Every day people present you with difficult problems, and you want to help them. As part of your own professional development, you will most likely welcome any strategies that would increase your impact.

This booklet was developed by service providers who, like you, have spent years assisting people with disabilities with issues around employment, independent living, support services, and benefits.

Many valuable resource guides already exist, and we have not attempted to reproduce all the information they contain. Instead, we have brought together what we have found to be the most successful strategies and useful connections.

You may already be aware of many of the resources in this booklet, but it is intended as a reference guide which can be used in sections or as a whole. It provides answers to some specific questions while offering tools to increase outside-the-box thinking.

There is always more to learn, and we encourage you to give us feedback about the effectiveness of this booklet. Please send comments and suggestions to:



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strategies for increasing your impact

FRAMEWORK

Increasing your impact as a service provider is partly a matter of KNOWLEDGE and partly a matter of MINDSET. In this section, we include the assumptions, qualities and perspectives that are likely to lead to the successful resolution of problems. We will discuss:

1. Strategies for people who are most effective in this work
2. Tips for working with programs and rules
3. Getting to the heart of the people
4. When the rules appear to say “No”
5. Tools and suggested process for problem solving

PEOPLE WHO ARE MOST EFFECTIVE IN THIS WORK

- Start with the person and gain an understanding of his/her situation.
- Ask questions relentlessly, while keeping the whole picture in mind.
- Apply “the rules” while using common sense.
- See the opportunities (there is ALWAYS A WAY around the problem).
- Are willing to go beyond one’s own skill set or qualifications, to ask other people and look at other options.
- Use creativity.
- Listen, because listening is what creates a connection with people.
- Learn from people who live the experience every day.
- Learn from colleagues who provide similar services.
- Respond as much as possible within constraints of system (time, caseload).
- Recognize that it’s okay to say, “I don’t have the answer, but I will walk with you while we look for it.”
- Connect people to other people, and say, “Tell them I referred you. If you don’t get what you need, call me back and we will try something else.”
- Understand that “The System” may not meet all of a person’s needs.
- Build bridges between the person and others who can help, especially people outside the disability world.
- Don’t give up easily.
- Stay hopeful. We cannot transmit hope to others unless we have it ourselves.

“Success is a journey, not a destination.”

— Ben Sweetland

WORKING WITH PROGRAMS AND RULES

- Start with the person and work out from there. Plug the person's needs into different programs and situations in order to solve the problem.
- Know what questions to ask so that you will have the information you need when looking at eligibility criteria for different service packages.
- Many service providers look at "the rules" as a way to disqualify people, when in reality, the rules are there to help identify who IS eligible.
- The way to get people the services they need is to know all the rules and how to use them. This includes knowing the definitions and meanings, and how they can be applied in each situation. (With thousands of pages of policy, this can be intimidating. For help, see Appendix A.)
- Policy manuals are like cookbooks. If you understand the language and the basic structure, you can create the outcome you are striving for.
- Draw information from those who understand the intricacies of the programs.

GETTING TO THE HEART OF THE PROBLEM

- Ask a lot of questions of everyone you work with.
- Ask about the person's history. Patterns often repeat themselves.
- Learn what the actual situation is. Fixing only the surface issue isn't really solving the problem.
- Where is this person on the hierarchy of needs?
- If it is possible to do a home visit, do that. You learn a lot by seeing where and how people live, and by seeing how the people around them interact.
- Instead of focusing on one solution, look at several possibilities.
- Don't look at obstacles as insurmountable barriers. They are simply challenges. Often there is not one answer but a patchwork quilt of pieces that need to be put together.
- If you cannot find the perfect solution, help people get to the next step. This will give them more options for getting to the next level.

**"Whether you think you can,
or you think you can't...you're right!"**

— Henry Ford

WHEN THE RULES APPEAR TO SAY “NO”

- Take in the big picture. Look at a program in terms of how it was designed to help people.
- When a real injustice is found, work to change the rules.
- Recognize that sometimes a denial is needed to get to the next point in the process. It can actually be helpful for the person to get the “no” in writing along with the reasons. This gives the person the opportunity to:
 1. address the issue(s) that kept him/her from meeting the eligibility criteria;
 2. file an appeal; or,
 3. apply for another program.
- Recognize that not every issue can be solved by a program. Sometimes the need for a particular service may result from lack of connection to the community. Creating a blend of formal and informal supports can lead to the best outcome for people.

TOOLS

Suggested process for problem solving:

- Ask questions.
- Listen.
- Where is the person on the continuum of needs? Is this a desperate situation or an issue of personal growth and development?
- Use your experiences and memories of similar cases.
- Talk to a lot of people about the situation. Know the experts on certain topics and consult them.
- Put the pieces together.
- Create backup plans.
- Get back to the person. Ongoing communication is so important.

“Oftentimes opportunities are disguised as challenges.”

– John Robinson

frequently asked questions

MEDICAID, MEDICARE, AND INSURANCE ISSUES

1. Can I get on Medicaid?

Medicaid covers individuals with low income and assets who fall into one of the following categories:

- Age (over 65)
- Disability (Social Security Act definition)
- Blindness
- Children (under 18) <http://www.huskyhealth.com/hh/site/default.asp>
- Pregnant Women
- Caretakers of eligible children

2. Can someone help me fill out my Medicaid application?

Volunteers and staff persons at community action agencies, senior centers, other state agencies, friends and family members typically help applicants complete the application form.

3. How do I find a dentist/doctor who will take Medicaid?

To find a list of doctors, dentists and other health care providers who accept Medicaid, call 1-800-842-8440 or go to the **Connecticut Medical Assistance Program** web site at www.ctdssmap.com. Once at the site, click on Provider Search from the list on the right side of the screen. You will need to call the providers to find out if they are taking new patients.

Another dental resource for people on Medicaid is the **Connecticut Dental Health Partnership**. They can be reached at 1-866-420-2924, Monday through Friday from 8:00 a.m. to 5:00 p.m.

4. Where can I learn more about Medicaid Basic Eligibility?

For a question and answer guide, go to:

<http://www.ct.gov/dss/lib/dss/pdfs/basicmaabd.pdf>

5. Where can I learn more about prior authorization for durable medical equipment through Medicaid?

For a brochure that describes the process, go to:

<http://www.ct.gov/dss/lib/dss/pdfs/dmebrochureeng.pdf>

6. Where can I learn more about the Medicaid Spend-Down Process?

For a brochure outlining the process and how it is computed and met, go to:
<http://www.ct.gov/dss/lib/dss/PDFs/SPNDOWN.pdf>

7. Where can I learn more about Long-Term Care Issues and Medicaid?

For a document outlining the treatment of income and assets under long-term care, which includes nursing homes and Medicaid waivers, go to:
http://www.ct.gov/dss/lib/dss/pdfs/ltc_issues.pdf



WORKING AND BENEFITS

Did you know...Connecticut operates a Medicaid coverage group called MED-Connect (also known as Medicaid for the Employed Disabled) which allows persons with disabilities age 18 and over to work and earn as much as \$75,000 per year?

1. Who can help me find a job?

- The **State Bureau of Rehabilitation Services** offers vocational assistance, assessment and placement. For more information, call 1-800-537-2549 (voice) or 860-424-4839 (TTY) or visit <http://www.brs.state.ct.us>.
- People with visual impairments may contact the state **Board of Education and Services for the Blind** at 1-800-842-4510 (voice) or 1-860-602-4002 (TTY).
- People with psychiatric diagnoses may access employment supports through the **Department of Mental Health and Addiction Services (DMHAS)**. DMHAS funds 35 agencies across Connecticut to provide a broad range of employment and education services. While strategies must be tailored to meet individual needs, agencies generally offer career planning, job search assistance, job placement, on- and off-the-job coaching, career advancement services, and supported education. Approximately 3,000 persons per year are assisted in finding and keeping employment through the DMHAS system. To learn more about employment services offered through DMHAS, go to: <http://www.ct.gov/dmhas/cwp/view.asp?a=2902&q=335274>.
- People with cognitive/intellectual disabilities may receive employment supports through the **Connecticut Department of Developmental Services**. Using a model of supported employment, individuals work as paid employees in work settings that also employ people without disabilities. These services assist individuals to find and apply for jobs, and offer job coaching support to people once work is secured. This service includes individual and group supported employment.

- Anyone who is 21 years of age or older can request employment or day services by contacting their case manager. The department currently offers employment and day services to more than 9,000 adults.

To learn more about employment services offered through DDS, go to:
<http://www.ct.gov/dds/cwp/view.asp?a=2042&q=390170>.

- The **Ticket to Work** offers more choices of approved service providers (called “Employment Networks”) to provide vocational and support services to help people find or remain in a job. For more information about Ticket to Work, go to:
<http://www.ct.gov/opapd/cwp/view.asp?a=1756&q=328954>.
- The **Connecticut Department of Labor** offers many resources to assist people in finding work. Some of these resources apply specifically to people with disabilities, while others apply to the general public and are useful to everyone. Some DOL offices have a Disability Program Navigator whose job is to help people find their way to employment. Encourage job seekers to ask their local DOL office if this service is provided. Access the Department of Labor web site at <http://www.ctdol.state.ct.us>.

2. I’m a student looking for workforce support and transition assistance. Who can help?

There are a number of resources that can help students with workforce support. The **Connecticut School to Work Transition GPS** is a partnership of Connecticut state agencies and the Mashantucket Pequot tribal nation that aims to help youth and their families search for workforce support and service. This searchable database provides eligibility and service descriptions for Connecticut state agencies that work with transition age young adults. <http://www.ctschooltowork.com/Main.aspx>

Connect-Ability provides resources for job seekers of all ages. There is a section of the Connect-Ability website just for Youth, and another section just for Parents & Educators (click appropriate tab):

<http://www.connect-ability.com>

3. How does working affect my Social Security and State benefits?

Social Security (SSA) and the State have many work incentives. Work incentives are rules that allow you to work and increase self-sufficiency. There are people who find that by working and giving up their cash benefits, they actually have more income.

Contact the **Connect to Work Center** at 1-800-773-4636 (voice) or 860-424-4839 (TTY) for information. You can talk with a Benefits Specialist/Community Work Incentive Coordinator who will go over your situation with you so that you have the information you need to make good decisions about work.

4. Will I lose my medical benefits if I work?

Connecticut operates a Medicaid coverage group called **MED-Connect (also known as Medicaid for the Employed Disabled)** which allows persons with disabilities age 18 and over to work and earn as much as \$75,000 per year.

For more information about MED-Connect, go to: <http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305220> and select “What is Medicaid for the Employed Disabled?” to see the brochure describing the regulations and operation of the program. For a list of Frequently asked Questions, visit: www.ct.gov/MED

Most persons with disabilities who work will continue to receive at least 93 months of Medicare insurance, after the 9-month Trial Work Period.

5. How much do I have to work to get MED-Connect (also known as Medicaid for the Employed Disabled)?

There is no minimum monthly wage or hour requirement under the MED-Connect program.

6. Can I get MED-Connect (also known as Medicaid for the Employed Disabled) if I’m self-employed?

Yes, provided you pay all appropriate Federal and State self-employment taxes.

7. I’m on Medicare and/or Medicaid and my employer is offering me medical insurance. Should I take it?

It is possible, and often beneficial, to have two or more sources of medical insurance. Generally, having several insurance carriers gives you access to more types of medical treatment.

If you are on Medicaid, you **must** accept employer-sponsored health insurance if it is available. In addition, the State of Connecticut Department of Social Services **must** pay the premiums by reimbursing you (preferred), paying the employer directly, or adjusting your **MED-Connect (Medicaid for the Employed Disabled)** premium if you have one.

If you are on Medicaid, begin by informing your Department of Social Services (DSS) worker that you are being offered health insurance through your employer.

If you are on Medicare, speak with the **CHOICES** program at 1-800-994-9422 to discuss the relationship between your employer’s insurance and Medicare coverage.

8. Who can help me to deal with a Social Security overpayment?

Speak with your local Social Security office first to see if you can work with them to take care of the overpayment. If your overpayment is less than \$1,000, you can ask your local office, in writing, that it be waived. No special form is needed to ask for this waiver.

If you have a larger overpayment and need help understanding how to handle it, contact Marisel Mandry at **Protection and Advocacy for Beneficiaries of Social Security** (PABSS) at 860-297-4327 or toll-free at 1-800-842-7303.

You may also want to contact the **Connect to Work Center** at 1-800-773-4636 (voice) or 860-424-4839 (TTY) to learn how earnings affect benefits so that you are less likely to have overpayments in the future.

9. Can someone explain Social Security's Ticket to Work program?

The **Ticket to Work Program** connects Social Security beneficiaries with programs and agencies (known as Employment Networks) that will help you to achieve your work goals. You don't need to have your Ticket on paper. Almost everyone who is receiving SSI and/or SSDI has a Ticket. Even if you received it years ago, it is probably still good.

Contact the **Connect to Work Center** at 1-800-773-4636 (voice) or 860-424-4839 (TTY) and ask to be connected with someone who can explain this Social Security Work Incentive program to you.

Go on the **Maximus** web site at www.yourtickettowork.com for more information about this program.

10. How do I get Social Security benefits?

To apply for disability benefits as an adult, you need to complete an application for **Social Security Benefits and an Adult Disability Report**. The report collects information about your disability and how it affects your ability to work. You can complete the forms online, or call Social Security to schedule an appointment and someone will help you in person or by phone.

Access Social Security's application information by going to:
<http://www.ssa.gov/applyfordisability>

11. Do I have to be on Social Security benefits to be eligible for MED-Connect (also known as Medicaid for the Employed Disabled)?

A person who does not receive benefits can still qualify if the **Department of Social Services Medical Review Team** decides that the person meets the disability rules.

For more information and a brochure about **MED-Connect**, go to:
www.ct.gov/MED and select "What is Medicaid for the Employed Disabled?"



HOUSING

Did you know.... Veterans with service-connected disabilities may be entitled to a grant to construct a new home or modify an existing home?

1. Where can I find accessible, affordable housing?

There is a serious lack of affordable, accessible housing in Connecticut, so it is important to use every resource available.

Begin by using traditional sources like newspapers, local and state housing authorities, and the five **independent living centers (ILCs)**. Contact information for Connecticut's ILCs can be found on **page 32**.

The ILCs provide training in how to find housing, planning a budget, and developing the supports needed to live independently.

A variety of internet sites help people find apartments. These include www.apartmentguide.com, www.craigslist.org, www.rent.com, and many more.

There is also a more comprehensive site at www.cthousingsearch.org, which lists by town and county, and includes affordable/accessible/market rate housing as well as disability specific resources.

2. How do I get modifications done on my house or apartment?

Accessibility modifications may make a house or apartment function better.

Modifications can be simple, such as grab bars or widened doorways, or complex, such as ramps and roll-in showers.

A variety of funding sources exist, but each program has its own eligibility requirements. It is important to think creatively, and be open to creating a patchwork of funding streams to achieve desired modifications.

- The **Bureau of Rehabilitation Services** may be a resource for persons with disabilities who need modifications to become employed or stay employed. Call BRS at 1-800-537-2549 (voice) or 860-424-4839 (TTY).
- Veterans with service-connected disabilities may be entitled to a grant to construct a new home or modify an existing home. Contact the **Veterans Administration's Specially Adapted Housing (SAH) Grant Program** by calling 1-800-827-6311, option 6.
- The **Corporation for Independent Living** is a private, non-profit agency that offers grants and loans for accessibility. Call CIL at 860-563-6011.
- The **CT TechAct Project** offers an Assistive Technology Loan Program which can include home modifications for accessibility. Call 860-424-4881, 860-424-4839 (TTY), or visit <http://www.cttechact.com/loan>.

3. I'm being evicted. Where do I go for help?

Eviction is a process that usually takes several months, but it is important to seek help before receiving the official notice.

Resources include:

- **Connecticut Legal Services.** Call Statewide Legal Services toll-free at 800-453-3320 for a referral to local legal aid offices.
- **The Connecticut Fair Housing Center** is a resource if there is the possibility of discrimination. Call 860-247-4400.
- **The Office of Protection and Advocacy for Persons with Disabilities** offers information on a variety of disability rights and services. Call 860-297-4300 (local for the Hartford area, voice), 1-800-842-7303 (toll-free, voice and TTY – CT only), 860-297-4380 (TTY only).

4. Where can I find out about energy assistance programs?

For an overview of energy assistance programs, field locations, and benefit amounts, go to: <http://www.ct.gov/dss/cwp/view.asp?a=2353&Q=305194>



TRANSPORTATION

1. How do I figure out transportation?

For a comprehensive look at transportation in Connecticut, refer to the **Connect-Ability** web site at www.connect-ability.com. You will find information on all these resources, and more:

- Train
- Bus
- Ferry
- Paratransit
- Ridesharing

Travel training is available:

- to people with all disabilities through the **Kennedy Center**. For more information, call 203-365-8522 x 265 (voice) or 203-339-3034 (TTY) or visit www.thekennedycenterinc.org
- for people with visual impairments through the **Board of Education and Services for the Blind**. Contact the Orientation and Mobility Services Department at 800-842-4510 (toll-free), 860-602-4000 (local), or 860-602-4221 (TTY); or go to: www.ct.gov/besb

Dial-a-Ride is a town-specific and geographically limited transportation system for those unable to access public transportation. **INFOLINE (211)** has lists of providers.

This guide also contains a number of other transportation resources under **Appendix B: Commonly Used Resources on page 20.**



PERSONAL ASSISTANCE SERVICES

1. What should I know about hiring a personal assistant?

Most people use a combination of resources, often blending health insurance and personal funds.

Most private health insurance policies do not cover personal assistance or home health services unless you have a long-term care policy.

Medicare will pay for home health services, but only if you are considered “homebound.”

2. How do I pay for a personal assistant?

Medicaid has a few ways to cover personal assistance services:

- Home health aides can be provided through a home care agency if you have a prescription from your doctor. The agency would do the hiring, scheduling and, if necessary, firing of staff, and would bill Medicaid directly. These services can only be provided to you at home.
- Connecticut has a Personal Care Assistance Waiver through Medicaid that allows people who would otherwise be at risk for institutionalization to hire, schedule and fire their own personal assistants. These personal assistants could work with you in your home and community. To apply, contact your local office of the Department of Social Services.
- The Acquired Brain Injury Waiver through Medicaid allows personal assistants to provide direct hands-on care as well as 20 other services that can include cueing and other supports. To apply, contact your local office of the Department of Social Services.
- There are also two waivers for people who are eligible for services from the Department of Developmental Services and who need direct hands-on care.

If you are working with the **Bureau of Rehabilitation Services** and have an employment plan that includes college, BRS may pay for some personal assistance for transportation and time on campus associated with your education. Contact BRS at 1-800-537-2549 (voice) or 860-424-4839 (TTY).

For most moderate and small employers, personal assistance is not considered a “reasonable accommodation.” Transportation to and from work and personal care on the job are usually considered the responsibility of the employee.

If you receive **Social Security benefits** due to a disability and you are working, some personal assistance costs can be used to reduce your countable earnings (wages). This may allow you to keep some or all of your cash benefit. Out-of-pocket expenses for personal assistants can be used as Impairment Related Work Expenses, Blind Work Expenses or, in some cases, as part of a Plan for Achieving Self-Support (PASS). A Community Work Incentive Coordinator (CWIC), also known as a Benefits Specialist, can be helpful in figuring out this process. For a list of all CWICs in Connecticut, go to: http://www.connect-ability.com/index.php?option=com_content&view=category&layout=blog&id=110&Itemid=531

3. Where do I find a personal assistant?

Finding a personal assistant often depends upon how your personal assistant will be paid. There are several things to consider:

- If the assistant is paid for by health insurance, there is often a requirement that he or she work through a home care agency and be a certified nurse’s aide (CNA) or a home health aide (HHA). Medicare has this requirement, and sometimes Medicaid and private health insurance companies do too.
- Individuals who meet the qualifications for Medicaid and the Personal Care Assistance (PCA) Waiver can hire individuals of their choosing as long as they meet some minimum requirements. The person with a disability (referred to as the employer) recruits, interviews, hires, trains, and when necessary fires his or her own assistants. For more information on the program, go to: <http://www.ct.gov/dss/lib/dss/pdfs/pcapam.pdf>
- People who meet the qualifications for Medicaid and the Acquired Brain Injury Waiver can hire anyone who has completed the waiver’s training and who is listed on their registry. For more information on the ABI Waiver program, go to: http://www.ct.gov/dss/lib/dss/pdfs/abi_brochure.pdf
- If you are paying for this service out of your own pocket, you are free to hire any individual you want to provide the services that you need.

4. Who can walk me through the process?

Please note, this description of personal assistance is only meant to provide basic information.

You will need to work with your family and the other professionals in your life who give you support to get the specific information that fits your needs. The following is a list of resources for further information:

- Benefits Counselors at the **Connect to Work Center**. They can provide you with information about federal and state benefits and can be reached at 1-800-773-4636 (voice) or 860-424-4839 (TTY).
- The **Department of Social Services**, Adult Services, 1-800-842-1508.
- The **CPASS Employer Training Manual** is a good source of information. Look in the Transition section of the BRS web site:
<http://www.brs.state.ct.us/SchoolToWork/CPASSManual.htm>.
- **The Bureau of Rehabilitation Services** PAS Resource Section also has information: <http://www.ct.gov/brs/cwp/view.asp?a=3955&q=465114&brsNav=|>



FILLING THE GAPS

1. I am trying to purchase a piece of adaptive equipment (or pay a bill, or put down a security deposit, or have another one-time or short-term expense), and I don't have enough money. Where can I go for help?

There are numerous federal, state, and regional programs that exist for the purpose of assisting people in need. For more information, see **Appendix B: Commonly Used Resources on page 20.**

Additional resources can be found by looking on the internet or by calling **INFOLINE (211)**.

Don't overlook the resources right in your local community. **Many towns have service clubs**, such as the Rotary, Jaycees, or the "animal" organizations (Lions, Elks, Moose). These volunteer organizations raise money to assist worthy causes, and sometimes that can be an individual or family in need. Some organizations have a specialty. For example, Lions Clubs primarily focus on issues affecting people with visual impairments. Look on the internet or call your town hall to find out what service clubs are active in your town.

appendices

APPENDIX A: Department of Social Services Program and Service Information for Adults with Disabilities

Assistive Technology/Durable Medical Equipment

HOW TO GET DURABLE MEDICAL EQUIPMENT THROUGH THE MEDICAID PROGRAM

Program: Durable Medical Equipment — Medical Care Administration – Medicaid Policy

Brochure describes the process for getting prior authorization for durable medical equipment.

<http://www.ct.gov/dss/lib/dss/pdfs/dmebrochureeng.pdf>

Connecticut Employment Resources

BUREAU OF REHABILITATION SERVICES (BRS)

Provides basic information about the Bureau of Rehabilitation Services programs and links to various BRS initiatives.

<http://www.brs.state.ct.us>

CONNECT-ABILITY

Division: Bureau of Rehabilitation Services

Connects to the Connect-Ability web site which provides employment information for job seekers, youth, parents, and employers.

<http://www.connect-ability.com>

TICKET TO WORK

Program/Division: Bureau of Rehabilitation Services

Provides a link to the national Ticket to Work web site:

<http://www.yourtickettowork.com>

CT SCHOOL TO WORK TRANSITION GPS

Program/Division: CT School to Work Transition/Partnership

CT School to Work Transition GPS is a partnership of Connecticut State Agencies and the Mashantucket Pequot Tribal Nation that aims to help youth and their families search for workforce support and service.

<http://www.ctschooltowork.com/Main.aspx>

CT SCHOOL TO WORK TRANSITION TOOLKIT

Program: CT School to Work Transition — Bureau of Rehabilitation Services

The Bureau of Rehabilitation Services (BRS) has developed a Transition Toolkit to provide youth and young adults, their families and professionals with information to help them prepare for postsecondary education and employment. Toolkit link:

<http://www.ct.gov/brs/cwp/view.asp?a=3891&9=456942>

DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS)

Provides information about services and programs for employment and community living.

www.ct.gov/DMHAS

Home and Community-Based Services/ Personal Assistance Services

ACQUIRED BRAIN INJURY (ABI) WAIVER

Division: Bureau of Assistance Programs (BAP) — Aging, Community and Social Work Services

Brochure describing the ABI Waiver program:

http://www.ct.gov/dss/lib/dss/pdfs/abi_brochure.pdf

PERSONAL CARE ASSISTANCE MEDICAID WAIVER PROGRAM

Division: Bureau of Assistance Programs (BAP) — Aging, Community and Social Work Services

Brochure describing the PCA Waiver program:

<http://www.ct.gov/dss/lib/dss/pdfs/pcapam.pdf>

MONEY FOLLOWS THE PERSON

Division: Medical Care Administration — Medical Operations

Informational brochure describing the Money Follows the Person Demonstration which seeks to help nursing home residents return to the community:

<http://www.ct.gov/dss/lib/dss/pdfs/mfp/mfpbrochure.pdf>

Application form: http://www.ct.gov/dss/lib/dss/pdfs/mfp/client_friendly_app.pdf

AGING AND DISABILITY RESOURCE CENTERS (ADRC)

Division: BAP — Aging, Community and Social Work Services

Information about Aging and Disability Resource Centers which offer guidance to persons with disabilities on:

- Community resources
- Options counseling
- Referrals for employment assistance
- Referrals for care management
- Planning for the future
- Advocacy choices

<http://www.ct.gov/longtermcare/cwp/view.asp?a=1398&q=430978&longtermcareNav=|>

Brochure for South Central Region ADRC:

<http://www.ct.gov/agingservices/lib/agingservices/pdf/communitychoicesfinalbrochure.pdf>

Brochure for Western Region ADRC:

<http://www.ct.gov/agingservices/lib/agingservices/pdf/westerncommunitychoicesbroch050109.pdf>

Brochure for North-Central Region ADRC

<http://www.ct.gov/agingservices/lib/agingservices/pdf/ncadrcposterfinal.pdf>

Food — Nutrition Assistance Programs

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM OVERVIEW

Division: BAP — Adult Services

Overview of the Supplemental Nutrition Assistance Program (Food Stamps):

<http://www.ct.gov/dss/cwp/view.asp?A=2353&Q=411676>

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM — BROCHURE

Division: BAP — Adult Services

Brochure explaining the Supplemental Nutrition Assistance Program (Food Stamps):

http://www.ct.gov/dss/lib/dss/pdfs/food_stamps_96.3.pdf

Funding: Long-Term or Income

STATE ADMINISTERED GENERAL ASSISTANCE (SAGA) CASH AND MEDICAL ASSISTANCE PROGRAMS

Division: BAP — Adult Services

Eligibility information for cash and medical general assistance programs:

<http://www.ct.gov/dss/lib/dss/pdfs/sagacashandmedical.pdf>

STATE SUPPLEMENT PROGRAM IN CONNECTICUT BASIC ELIGIBILITY

Division: BAP — Adult Services

Overview of State Supplement cash assistance program:

http://www.ct.gov/dss/lib/dss/pdfs/state_supplement.pdf

FAMILY SUPPORT GRANT

Division: BAP — Aging, Community and Social Work Services

Eligibility brochure for the Family Support Grant which provides a monthly cash subsidy to families with children who have extraordinary care needs:

<http://www.ct.gov/dss/lib/dss/pdfs/FSGPAM.pdf>

THE MEDICARE SAVINGS PROGRAMS

Program/Division: Medicaid/BAP — Adult Services

Brochure describing Medicare Savings Programs that can help eligible individuals pay Medicare premiums, co-insurance and deductibles:

<http://www.ct.gov/dss/lib/dss/pdfs/msp.pdf>

Heating Assistance

WINTER HEATING ASSISTANCE PROGRAM

Program/Division: Energy Assistance/BAP — Aging, Community and Social Work Services

Overview of energy assistance programs, field locations, and benefit amounts:

<http://www.ct.gov/dss/cwp/view.asp?a=2353&Q=305194>

Insurance Assistance for AIDS Patients

CONNECTICUT INSURANCE ASSISTANCE PROGRAM FOR AIDS PATIENTS

Division: BAP — Adult Services

Eligibility information and application for the Connecticut Insurance Assistance Program for AIDS Patients which help AIDS patients retain CBRA-funded private medical insurance benefits:

<http://www.ct.gov/dss/lib/dss/PDFs/ciapap.pdf>

Housing Assistance

HOUSING ASSISTANCE

Program/Division: Housing Programs/BAP — Housing Services

Web page describes DSS programs that assist with housing costs:

<http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305202>

MED-Connect (also known as Medicaid for the Employed Disabled)

WHAT IS MEDICAID FOR THE EMPLOYED DISABLED? A QUESTION AND ANSWER GUIDE

Program/Division: MED Program/BAP — Adult Services

Brochure describing the regulations and operation of the Medicaid for the Employed Disabled program:

<http://www.ct.gov/dss/lib/dss/pdfs/whatismed.pdf>

MEDICAID FOR THE EMPLOYED DISABLED (S05) — FREQUENTLY ASKED QUESTIONS (FAQ) (INFORMATIONAL BULLETIN 03-09)

Program/Division: Medicaid/BAP — Adult Services

*Processing questions and answers regarding Medicaid for the Employed Disabled.
(You need DSSWeb access to view this document):*

www.ct.gov/MED

Medicaid Basic Eligibility

THE MEDICAID PROGRAM IN CONNECTICUT BASIC ELIGIBILITY FOR THE ELDERLY, BLIND AND DISABLED

Program/Division: Medicaid/BAP — Adult Services

Overview of Adult Medicaid:

<http://www.ct.gov/dss/lib/dss/pdfs/basicmaabd.pdf>

THE SPEND-DOWN PROCESS

Program/Division: Medicaid/BAP — Adult Services

Brochure describes how a spend-down is computed and how it can be met:

<http://www.ct.gov/dss/lib/dss/PDFs/SPNDOWN.pdf>

Medicaid and Institutionalization

LONG-TERM CARE ISSUES AND MEDICAID

Program/Division: Medicaid/BAP — Adult Services

Document explaining treatment of income and assets under long-term care Medicaid which includes nursing homes and Medicaid waivers:

http://www.ct.gov/dss/lib/dss/pdfs/ltc_issues.pdf

Organ Transplant Resources

FACTS ABOUT CONNTRANS

Program/Division: Connecticut Program for Organ Transplant Recipients/BAP — Adult Services

Information about the Connecticut Program for Organ Transplant Recipients:

<http://www.ct.gov/dss/lib/dss/pdfs/conntrans.pdf>

Pharmaceuticals: Paying for

THE CONNECTICUT AIDS DRUG ASSISTANCE PROGRAM

Division: Medical Care Administration — Medical Operations Unit #4

Eligibility information and application for the Connecticut AIDS Drug Assistance Program which helps AIDS patients meet the cost of their medications:

<http://www.ct.gov/dss/lib/dss/PDFs/CADAPapp03.pdf>

PHARMACEUTICAL ASSISTANCE CONTRACT TO THE ELDERLY AND DISABLED

Program/Division: ConnPACE/Medical Care Administration — Medical Operations

Brochure describing the program which provides help with prescription drugs not covered by Medicare D or Medicaid. Also contains a link to the application form:

<http://www.connpace.com>

“Once you choose hope, anything’s possible.”

— Christopher Reeve

APPENDIX B: Commonly Used Resources

How This Section Is Organized:

The resources that follow are listed alphabetically by type of assistance needed, i.e.: assistive technology, food, funding, housing, transportation, and so on. For a complete at-a-glance listing, see the Table of Contents in the front of this document.

Please note some categories are divided further into:

- **Statewide and National Resources:** available to all qualifying Connecticut residents; and
- **Local and Regional Resources:** services are only available in certain towns or are administered regionally.

Assistive Technology — Statewide and National Resources

SELECTING AND PURCHASING ASSISTIVE TECHNOLOGY

The right piece of equipment can make all the difference in terms of comfort, function, and independence. To begin the search, try looking at these resources.

CONNECTICUT SOURCES

CT Tech Act Project (CTTAP)

CTTAP works to increase independence and improve the lives of individuals with disabilities through increased access to Assistive Technology for work, school, and community living. The project helps individuals of all ages and all disabilities, as well as family members, employers, educators, and other professionals to have access to Assistive Technology devices and services.

- **GetATstuff** is where you can find new and used AT devices for sale or for free. You can also post AT devices that you no longer need or use. The AT Exchange was developed in collaboration with the AT Tech Act Programs throughout New England.
- **The Assistive Technology Loan Program** assists Connecticut citizens with disabilities and older adults to pay for the assistive technology devices and services they need. Loans can be made to an individual with a disability/older adult, parent, guardian, family member, or legal representative of the person with the disability. Loans are flexible, ranging from \$500 to \$30,000, to be repaid over 1 to 10 years depending on the circumstances and the amount of the loan. Funding can be used for a broad range of assistive technology devices and services.

The CT Tech Act Project operates out of the Connecticut Department of Social Services, Bureau of Rehabilitation Services.

For information, contact:

CT Tech Act Project

860-424-4881 (voice)

860-424-4839 (TTY)

800-537-2549 (Toll-Free In state)

www.cttechact.com

The NEAT Center at Oak Hill

The NEAT Center at Oak Hill brings people with temporary or permanent disabilities, their families and the professionals who work with them together with the equipment and services they need to live, learn, and work. Used and refurbished assistive technology is available here at discount prices.

<http://www.neatmarketplace.org/store/index.asp>

NATIONAL SOURCES

Able Data

Able Data is an online database sponsored by the National Institute on Disability and Rehabilitation Research (NIDRR). Able Data does not recommend devices; it only provides information about what is out there. This site features a wide variety of products, from those commercially available for the general public, to devices specifically designed for people with disabilities, to homemade adaptations. Information is available for many types of devices including computer access programs. Within Able Data you will often find contact information for manufacturers and vendors, as well as links to their web sites. General cost is usually listed as well.

<http://www.abledata.com>

To look for ECUs, click on “products” on the upper left side of the page.

From there, select “Controls,” then “Environmental Controls.”

The Boulevard

The Boulevard is a commercial site advertising devices and equipment as sort of an “online” mall. This is organized more like a department store. ECUs and computer technologies can be found by going to the web site below, clicking “Assistive Devices for Daily Living” and then “Assistive Technologies.”

<http://www.blvd.com>

Caregiver Support — Regional Resources

THE NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM

The program offers an opportunity for family caregivers to receive respite and/or supplemental services from approved community service providers.

- **Respite Care** is a short-term option which provides a break from the physical and emotional stress of care giving. When services are provided to the individual being cared for, the caregiver has time to regroup from his/her responsibilities. The Care Recipient must be 60 years of age or older. Respite care services include, but are not limited to:
 - Assisted Living, Adult Day Care, Home Health Aide, Homemaker, Companion, Skilled Nursing Care or Short-Term Nursing Home Care. Funds may be used for daytime or overnight respite. **PLEASE NOTE: NOT ALL SERVICES ARE AVAILABLE IN EACH REGION.**
 - The Area Agency on Aging will arrange and pay for services; direct payment to a caregiver is prohibited. The Agency may request a contribution of 20% towards the cost of the respite service unless the care recipient's income is below the federal poverty level.
- **Supplemental Services** are one-time health-related items, products, or services designed to help "fill the gap" when there is no other source of payment for the service or item. Supplemental services help improve the quality of life for the care recipient and help to alleviate the strain on their caregivers. Supplemental services include, but are not limited to:
 - Home safety/modifications and medical equipment. **PLEASE NOTE: NOT ALL SERVICES ARE AVAILABLE IN EACH REGION.**
 - The Area Agency on Aging will arrange and pay for services; direct payment to a caregiver is prohibited. The Agency may request a contribution of 20% towards the cost of the service unless the care recipient's income is below the federal poverty level.

For more details, contact the nearest **Area Agency on Aging** Family Caregiver Program. To see which AAA serves a particular town, call 1-800-994-9422 or go to: <http://www.ct.gov/agingservices/cwp/view.asp?a=2509&q=312998&agingservicesNav=|44984|>

1) WESTERN CONNECTICUT AREA AGENCY ON AGING

203-757-5449 <http://www.wcaaa.org>

2) AGENCY ON AGING OF SOUTH CENTRAL CONNECTICUT

203-785-8533 <http://www.aopartnerships.org>

3) NORTH CENTRAL AREA AGENCY ON AGING

860-724-6443 www.ncaaact.org

4) EASTERN CONNECTICUT AREA AGENCY ON AGING

(also called Senior Resources) 860-887-3561 <http://www.seniorresourcesec.org>

5) SOUTHWESTERN CONNECTICUT AREA AGENCY ON AGING

203-333-9288 <http://www.swcaa.org>

Environmental Control Units (ECUs) — General Information

ENVIRONMENTAL CONTROL UNITS: AN OVERVIEW

An Environmental Control Unit (ECU) allows a person to participate in everyday living, school, work, and leisure activities more independently. This increased independence may reduce the number of hours needed for a paid attendant or family caregiver, and provide increased privacy and self-esteem for the individual with a disability.

An Environmental Control Unit is any piece of equipment that allows an individual with a disability to control aspects of the environment that are operated by electricity (i.e.: lights, TV, telephone, etc.).

Environmental Control Units can be divided into two types: computer based and standalone.

- A computer-based system consists of a software program and peripherals that allow a computer to function as an ECU. The advantages to this type of system are the relatively low cost and guaranteed access if the user is already accessing the computer successfully. Disadvantages include the need to have the computer running at all times, the need for visual and/or physical access from various positions, and the lack of transportability (although using a laptop computer can help somewhat with access and portability).
- Standalone ECUs contain their own electronics and do not utilize a computer to function. Many of these units can be activated by a switch, which acts as the interface between the user and the unit. The switch is used to activate a scan of the menu items or commands until the desired command is located and activated.

Some ECUs can be activated by voice commands. These systems are user dependent, which means that the user trains the unit to his or her voice and that user is the only person who can use the system. An advantage to using voice commands is that the user need not have a consistent physical movement. However, users do need to have a consistent voice pattern. Even with a consistent voice pattern, recognition accuracy is less than 100 percent and the accuracy decreases even more in a noisy environment. The user also needs to be able to remember the command sequence unless he or she has visual access to a display.

Adapted from “Everything You Need to Know about Environmental Control Units” (February 24, 1998) by Patti Lindstrom, OTR, and Ghassan Sourì, M.S., RE, both from the Assistive Technology Program at the Rehabilitation Institute of Michigan in Detroit.

For the complete text, go to:

http://www.dinf.ne.jp/doc/english/Us_Eu/conf/csun_98/csun98_048.html

INTERFACING WITH A WHEELCHAIR

Many power wheelchairs have the capacity to interface with an environmental control unit (ECU). This means that the electronics and switches which drive the chair can interact with or be enhanced to interact with an ECU.

If an individual already has a power wheelchair, check with the vendor or manufacturer to see whether the chair has this capability. If not, sometimes electronics can be added so that the chair and ECU can communicate with each other.

If an individual is being evaluated for a new power wheelchair, be sure that the electronics will be compatible with ECU operation. Again, good communication with the vendor and the manufacturer will be essential.

SELECTING AND PURCHASING AN ENVIRONMENTAL CONTROL UNIT

There are different types of ECUs with a range of prices and functions. For assistance in selecting and paying for an environmental control unit, see **Assistive Technology/ Durable Medical Equipment on page 14.**

Food — Statewide and National Resources

NUTRITION ASSISTANCE PROGRAMS

Nutrition Assistance programs provide food and cash equivalents to various populations served by the Connecticut Department of Social Services. Its goal is to promote adequate nutrition among the target populations.

- The **Supplemental Nutrition Assistance Program (SNAP)**, formerly known as Food Stamps, helps low-income people and families afford the cost of food at the supermarket or grocery store. You can apply for these benefits by completing a state application form. This form can be mailed, faxed, or dropped off at your local DSS Regional Office. Once the form is complete, you will be assigned an eligibility worker who will interview you to complete the application process. For more information on SNAP, visit: http://www.ct.gov/dss/lib/dss/pdfs/food_stamps_96.3.pdf.
- The **Nutritional Assistance Program (TEFAP)** provides available USDA commodities to food banks, food pantries, emergency shelters, and soup kitchens. These commodities are made available to low-income eligible recipients. The state Supplemental Nutrition Assistance program (SNAP) purchases high protein commodities, which are made available to food pantries, emergency shelters, and soup kitchens.

To apply for nutrition assistance, contact the local office of the Connecticut Department of Social Services or call **INFOLINE (211)**.

Food — Local and Regional Resources

ANGEL FOOD MINISTRIES

Angel Food Ministries is a non-profit, non-denominational organization dedicated to providing food relief and financial support to communities throughout the United States.

All the food is the same high quality one could purchase at a grocery store. There are no second-hand items, no damaged or out-dated goods, no day-old breads, and no produce that is almost too ripe.

There are no qualifications, minimums, income restrictions, or applications. Everyone is encouraged to participate.

Angel Food Ministries also participates in the U.S. Food Stamp program, using the Off-Line Food Stamp Voucher system. In Connecticut, the Food Stamp program is now known as the Supplemental Nutrition Assistance Program (SNAP).

There are dozens of Angel Food Ministries distribution centers in Connecticut. To find the nearest one, go to www.angelfoodministries.com. Scroll down and you will see a box where you can enter a ZIP code.

Funding: One-time or Temporary — Statewide and National Resources

FRIENDS OF MAN

Friends of Man provides people in need with items and services such as food, clothing, medicine, medical equipment, wheelchairs, prostheses, eyeglasses, hearing aids, dentures, daycare, training, and education. This is a flexible source of funding which can be used in a variety of ways.

Applications are accepted only from referring professionals (for example, health care and social workers, clergy, counselors) on behalf of people in need of assistance. Friends of Man carefully considers all requests, and if the application is approved, the organization pays a vendor for the needed items or services. **Note:** Friends of Man does **NOT** help with rent, utilities, deposits, or past bills.

The Disbursement Committee meets every week to consider requests, so as soon as all information has been received and any questions have been answered, the case is presented to Friends of Man. Depending on the applicant, this process can take as little as a week.

To apply, contact: Friends of Man, P.O. Box 937, Littleton, CO 80160-0937
phone: 303-798-2342
<http://friendsofman.org>

OBIE HARRINGTON-HOWES FOUNDATION

The Obie Harrington-Howes Foundation is dedicated to maintaining and improving quality of life by providing financial aid to individuals with spinal cord injuries. The Foundation helps people with spinal cord injuries and disease cover non-reimbursable medical expenses. Many people living with spinal cord injuries reach a point where insurance is exhausted and state or federal funds are no longer available. The Foundation helps to bridge the gap between that point and the next level of independence.

Since 1997 the Foundation has funded or contributed funding towards:

- Purchase of vehicles to facilitate the return to work or school
- Minor home renovations such as ramps and door openers
- Wheelchairs, including sports wheelchairs
- Tuition assistance
- Computers and printers
- Computerized speech augmentation devices
- Exercise equipment for rehabilitation
- Assorted medical equipment
- Therapeutic leg braces
- Beds
- Hockey sleds and hockey equipment
- Respite care and home health care services

To request an application, contact:

The Obie Harrington-Howes Foundation, P.O. Box 2221, Darien, CT 06820

phone: 888-265-5859

www.ohhf.org

Funding: One-Time or Temporary — Local and Regional Resources

THE LARRABEE FUND OF GREATER HARTFORD

The Larrabee Fund of Greater Hartford is helpful when you need funding for a one-time expense. It can also be used for a stipend of up to \$200 a month for up to one year, although this may cause problems for people on Title 19. The Larrabee brochure cites monthly allowances for living costs, payment or partial payment of medical bills, home health needs, and transportation for appointments as some of the acceptable uses for funding. Medical requests take priority.

The organization serves all the towns that touch Hartford, but not Hartford itself. The intention of the fund is to assist women in need. The only way an application for a man can even be considered is if assisting him would improve the life of a woman (for instance, if she is his only caregiver and the funds would be used for respite services).

To apply, a social service or health care provider must fill out an application. The board meets on the first Tuesday of the month throughout the year. To be considered, requests must be received by Thursday the week before the meeting.

For more information, contact:

Larrabee Fund of Greater Hartford, P.O. Box 271724, West Hartford, CT 06127

E-mail: larrabeefund@sbcglobal.net

THE HARTFORD LARRABEE FUND ASSOCIATION

Not to be confused with The Larrabee Fund of Greater Hartford (which serves suburban areas only), The Hartford Larrabee Fund Association provides emergency financial assistance to Hartford residents who are elderly, sick, indigent, and needy with the highest priority given to women with health problems who are unable to meet expenses. They do not discriminate, and will also provide services to others who are in need.

The organization typically gives small grants of \$300-\$500 to assist with emergency expenses such as these:

- Pharmaceuticals
- Medical
- Dental
- Utilities
- Home Health Care
- Security Deposits
- Rental Payments

Clients must be referred by social workers, clergy, or social service agencies. A referral must be in writing and include contact information and a statement of need on behalf of the consumer. If the request involves paying a utility bill or getting a security deposit paid, the referral must include a copy of the statement. For a security deposit, the landlord's information needs to be added to the letter as well.

Once the referral letter has been received, the Larrabee Fund Association member will mail a signed, color-coded application as proof that it was sent by one of them. They will not accept a copied application, but only their color-coded original. The agency has to fill out the application thoroughly and mail it back. It takes three or four weeks for the application to be processed and for the board to make a decision at its monthly meeting.

As with most charitable organizations, funds cannot be given directly to the individual, but only to the vendor, utility company, landlord, or other creditor.

For more information, or to begin the application process, call **INFOLINE (211)**.

PART B FUNDS

Also known as "Title VII, Part B case service expenditures," this program is run through Connecticut's five independent living centers. Contact information for Connecticut's independent living centers can be found on **page 32**.

Funding per recipient is generally limited to \$500 once in a three-year period. At the discretion of the ILC executive director, however, the amount may be increased to a limit of \$1,000.

Services should be provided on a one-time or time-limited basis. One-time could mean the purchase of an assistive technology device. Time-limited might mean three months of transportation. When the need for funding is expected to continue, such as with personal assistance services, actions must be taken to locate and secure permanent funding.

Part B expenditures should be limited to services for which there is no other funding source. Expenditures may be made, however, if the alternative source is not readily available or would result in an undue hardship for the person with a disability. It is acceptable to combine Part B with other funding.

Expenditures should always be disability-related and intended to advance an independent living goal. If the funding will make it possible for the person with a disability to achieve a measurably greater level of independence in family or community, chances are the service is appropriate.

The following services can be provided under Part B:

- Housing Services — accessibility modifications or bridge funding to enable someone to move to a less restrictive environment, such as leaving an institution.
- Personal Assistance Services (PAS) — funding to permit someone to hire a personal assistant on a temporary or emergency basis.
- Transportation Services — modification of a vehicle or temporary or emergency transportation to achieve an independent living goal.
- Adaptive Equipment — funding may be used to provide for the entire cost of an item or combined with other funding sources. Items may be new or used.
- Other Services — This funding is intended to be very flexible. Ask the following questions:
 - Is the service *one-time* or *time-limited*?
 - Is the service *disability-related*?
 - Is the service required for the person to achieve an *independent living goal*?
 - Is this the *only way* the person with a disability will be able to obtain the service without undue hardship?

If all the answers are YES, Part B funding may be appropriate.

To apply for Part B funding, contact the independent living center for the region where the person lives. Contact information for Connecticut's independent living centers can be found on **page 32**.

Funding: Long-Term or Income — Statewide and National Resources

THE STATE-ADMINISTERED GENERAL ASSISTANCE PROGRAM (SAGA)

This program provides cash and medical assistance to eligible individuals and families who do not have enough money to meet their basic needs. SAGA has two parts:

- **SAGA Cash Assistance (SCA)** gives money to help adults without children who are unable to work for medical reasons. The program also helps families who are not eligible for other department programs.
- **SAGA Medical Assistance (SMA)** is a health care program that pays for medical care and treatment and is similar to private health insurance.

SAGA is a complicated program with many rules. For a PDF file with useful information, visit the SAGA links at: <http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305138>

THE STATE SUPPLEMENT PROGRAM FOR THE AGED, BLIND OR DISABLED

This program can provide monthly benefits to low income individuals for basic living needs. Individuals may qualify for the State Supplement Program if their income is not enough to meet basic needs and if they are at least 65 years old, or if they have a disability or are blind and are between the ages of 18 to 64.

To qualify, an Individual must have other income, such as Supplemental Security Income (SSI) benefits, Social Security retirement or disability benefits, or a small pension. It may still be possible to qualify, however, if there is another source of income, including wages.

As part of the application process, a DSS worker will work with the individual to create a personal budget, based partly on current expenses for shelter and partly on an established State rate for other basic needs, like food, clothing, and utilities. If income is less than the personal budget, the person may qualify for a monthly payment. In addition, if an individual qualifies for this program, he or she will also receive Medicaid and may also qualify for energy assistance and food stamps.

The program includes an asset limit on the bank accounts, cash on hand, stocks and bonds, and life insurance.

To apply, or for more information, contact the nearest Department of Social Services regional office.

Information, Referral, and Advocacy — Statewide and National Resources

NATIONAL FEDERATION OF THE BLIND OF CONNECTICUT

The National Federation of the Blind of Connecticut (NFBC) is a state affiliate of the National Federation of the Blind (NFB). NFBC works to improve the lives of blind people in Connecticut by providing information and education to its members and the public. The National Federation of the Blind of Connecticut believes that with proper skills and training, a blind individual can obtain success in his or her personal and professional life.

The NFBC offers:

- Role models for blind children and newly blinded adults
- Information
- Scholarships
- Seminars
- Support networks
- Keeps legislators informed of issues pertaining to blindness

For more information, contact:

The National Federation of the Blind of Connecticut
477 Connecticut Boulevard, Suite 217, East Hartford, CT 06108
phone: 860-289-1971
Email: info@nfbct.org
www.nfbct.org

Information, Referral, and Advocacy — Local and Regional Resources

INDEPENDENT LIVING CENTERS

Independent living centers are non-residential, private/non-profit organizations run by people with disabilities for people with disabilities. Their goal is to assist individuals in achieving their maximum potential.

Centers are required to provide four core services: advocacy, independent living skills training, information and referral, and peer counseling. They also work to help people access their communities in areas such as housing, employment, transportation, recreational facilities, health services, and social services.

Here is a list of Connecticut's five independent living centers:

1) Center for Disability Rights

764-A Campbell Avenue
West Haven, CT 06516
203-934-7077 (voice)*
203-934-7078 (fax)
www.CenterforDisabilityRights-CT.org

2) Disabilities Network of Eastern Connecticut (DNEC)

238 West Town Street
Norwich, CT 06360
860-823-1898 (Voice)
860-237-3445 (Videophone)
860-886-2316 (fax)
www.dnec.org

3) Disability Resource Center of Fairfield County

80 Ferry Blvd, Suite 210
Stratford, CT 06615
203-378-6977 (voice)*
203-375-2748 (fax)
www.drcfc.org

4) Independence Northwest

1183 New Haven Road, Suite 200
Naugatuck, CT 06770-5033
203-729-3299 (Voice)*
203-729-2839 (fax)
www.independencenorthwest.org

5) Independence Unlimited

151 New Park Avenue – Suite D
Hartford, CT 06106
860-523-5021 (Voice/TTY)
860-523-7991 (TTY)
860-523-5603 (fax)

*Centers that no longer have TTY capability use the relay system:

Traditional relay (TTY and interpreter): 1-800-833-8134

Video relay (sign language interpreter): 1-866-327-8877

Housing Discrimination — Statewide Resources

Housing Programs

For an overview of DSS programs that assist with housing costs, go to:

<http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305202>

RESOURCE BOOKLETS ON FAIR HOUSING

“Connecticut Fair Housing Laws” is a self-help booklet published by the **State Office of Protection and Advocacy for Persons with Disabilities**.

This publication explains the Discriminatory Housing Protections Act — a Connecticut law which provides protections to individuals with disabilities in the sale or rental of housing. Obtain information about who is covered by the state law, what housing is covered, and how rights are protected and enforced.

Access the booklet online at:

<http://www.ct.gov/opapd/cwp/view.asp?a=1756&q=277248>

For more information on DSS programs that assist with housing costs, go to:

<http://www.ct.gov/dss/cwp/view.asp?a=2353&q=305202>

For further assistance with discrimination issues, contact:

Office of Protection and Advocacy for Persons with Disabilities

60-B Weston Street

Hartford, CT 06120

860-297-4300 (local for the Hartford area, voice)

1-800-842-7303 (toll-free, voice and TTY – CT only)

860-297-4380 (TTY only)

Pharmaceuticals: Paying for — Statewide and National Resources

CONNPACE

The Connecticut Pharmaceutical Assistance Contract to the Elderly and the Disabled is a state-funded program that helps senior and disabled residents pay for certain prescription drugs, insulin, and insulin syringes. Participants pay a \$16.25 co-pay for each prescription and ConnPACE pays the rest.

To be eligible, individuals must meet requirements around residency, age or disability, insurance, income, and assets.

For more information, contact
1-800-423-5026 (toll-free throughout Connecticut)
860-832-9265 (local for the Hartford area)
www.connpace.com

PARTNERSHIP FOR PRESCRIPTION ASSISTANCE

The Partnership for Prescription Assistance helps qualifying people without prescription drug coverage get the medicines they need for free or nearly free.

The organization works to increase awareness of patient assistance programs and boost enrollment of those who are eligible. PPA offers a single point of access to more than 475 public and private programs, including nearly 200 offered by pharmaceutical companies.

PPA never asks for money, but notes on its web site that other organizations have used its name without permission. Use only this web site or phone number:

Partnership for Prescription Assistance
1-888-477-2669 (1-800-4PPA-now)
www.pparx.org

Phone Service — Statewide and National Resources

SAFELINK WIRELESS

SAFELINK WIRELESS® service is a U.S. government-supported program for income-eligible households, provided by TracFone Wireless, Inc. In Connecticut, people who meet eligibility requirements can receive a free cell phone and 64 free minutes of airtime per month. Service is limited to one person per household.

Eligibility requirements vary from state to state. These requirements are based on a person's participation in state or federal support programs, or by meeting the Income Poverty Guidelines as defined by the U.S. Government.

For Connecticut eligibility requirements, visit:
www.safelinkwireless.com/EnrollmentPublic/faq.aspx

Planning — Statewide Resources

PLAN OF CONNECTICUT, INC.

PLAN (Planned Lifetime Assistance Network) serves people with any type of disability, from mildly affected to severely involved.

The mission of PLAN is to assist families in preparing for the future of their child with a disability. Families want to make sure that services their children are receiving will continue after the parents (or other advocate) have died or are unable to continue their role. PLAN does this by managing trusts set up by families for the benefit of their loved ones which:

- Supplement state and federal benefits
- Help the individual maintain self-sufficiency
- Prevent unnecessary hospitalizations
- Enhance quality of life

For more information, contact:

PLAN of CT, Inc., P.O. Box 370312, West Hartford, CT 06137-0312

phone: 860-523-4951

Email: director@planofct.org

www.planofct.org

PLAN OF CT CHARITABLE TRUST FUND

Do you know someone who has a disability but does not have a family trust or other private financial support in place? The PLAN of Connecticut Charitable Trust may be the answer.

Any individual or organization may sponsor a candidate for assistance by the PLAN Charitable Trust. The sponsor will complete an application which includes a statement of need and a Personal Care Plan. The PLAN Trust Committee will review all applications. To be considered, the person with a disability must be a Connecticut resident and must have no family trust or other private trust. The person may be profoundly affected by the disability or may be nearly independent but in need of some critical support.

Funds from the PLAN Charitable Trust may purchase any service or other resource to improve the person's quality of life, as long as purchases do not jeopardize government entitlements. Examples include ramps and other ways of making a home more wheelchair accessible, companion services for people in residential care, developmental toys, and adapted reading materials. In some situations, a PLAN trust may even fund advocacy for government entitlements.

For more information, contact:

PLAN of CT, Inc., P.O. Box 370312, West Hartford, CT 06137-0312

phone: 860-523-4951

Email: director@planofct.org

www.planofct.org

Transportation — Statewide Resources

CONNECT-ABILITY

For a comprehensive look at transportation in Connecticut, see the Connect-Ability web site at www.connect-ability.com. You will find information on these resources, and more:

- Train
- Bus
- Ferry
- Paratransit
- Ridesharing
- Travel Training

The Connecticut Department of Transportation (ConnDOT), Bureau of Public Transportation, oversees and financially supports bus, train, and ridesharing services for the citizens of Connecticut. All state-subsidized buses are accessible to people with disabilities. Elderly riders and people with disabilities are eligible for reduced fares.

GOOD NEWS GARAGE — JUMPSTART PROGRAM

Good News Garage is a program of Lutheran Social Services which helps people in need to obtain a vehicle that will be used primarily for commuting to work. Criteria include working full time and having a very difficult commute or no public transportation options available. If the applicant meets all the criteria, he or she may be eligible to receive a car for approximately half the fair market value.

Good News Garage vehicles undergo a safety inspection at partner garages and are repaired to ensure they will be safe and reliable for 12-18 months with proper maintenance and responsible driving. Vehicles are generally valued between \$2,000-\$3,000. Approved clients are invited to purchase these vehicles at a cost significantly below their value (on average \$1,000-\$1,500). The purchase price must be paid in full by money order at the time of title transfer.

To apply, contact:

Good News Garage — Connecticut, 477 Connecticut Boulevard, Suite 215, East Hartford, CT 06108
phone: 860-218-2970 fax: 860-218-2971

<http://www.goodnewsgarage.org/Connecticut.aspx>

Transportation — Local and Regional Resources

INDEPENDENT TRANSPORTATION NETWORK (ITN)

The ITN began in Portland, Maine and provides rides to seniors and people who are visually impaired. Participants can go to any destination 24 hours a day, 7 days a week. Connecticut's ITNs also serves seniors and people with visual impairments.

ITN has both volunteer and paid drivers and uses private vehicles. Participants open an account with their local ITN, and a small fee is taken out for each ride. Seniors who donate their cars to the program have the car's value credited to their account.

In Bloomfield, East Granby, East Windsor, Enfield, Granby, Somers, Suffield, South Windsor, Windsor, and Windsor Locks, contact:

ITN North Central Connecticut

P.O. Box 448

99 Main Street, Suite 8

East Windsor, CT 06088

860-758-7833

info@itnnorthcentralct.org

www.itnnorthcentralct.org

In Cromwell, Durham, East Haddam, East Hampton, Haddam, Middlefield, Middletown, Portland, Rocky Hill, and Wethersfield, contact:

ITN Central Connecticut

381 Main Street

Middletown, CT 06457

860-346-RIDE (7433)

info@itncentralct.org

www.itncentralct.org

*ITN Central Connecticut has added more communities to its service area.
Call or e-mail to ask for the latest list.*

APPENDIX C: Terms and Acronyms

504 (Section 504) – A section of the federal Rehabilitation Act that mandates accessibility standards for agencies that receive federal funding

1115 Waiver – Flexible waiver that allows states “to experiment, pilot or demonstrate projects which are likely to assist in promoting the objectives of the Medicaid statute”

1915 (c) Waiver – Waiver that permits exceptions to certain Medicaid requirements in order to provide home and community-based services as an alternative to institutionalization

AAA (Triple A's) – Area Agencies on Aging, funded under the Older Americans Act to provide advocacy for seniors

AARP (formerly the American Association of Retired Persons) – A national organization which provides advocacy and information to seniors

ABI Waiver – See “Acquired Brain Injury Waiver”

Acquired Brain Injury Waiver (ABI Waiver) – Medicaid waiver that provides home and community supports to people with head injuries

Activities of Daily Living (ADLs) – Tasks such as bathing, dressing, and eating. Assistance needed with ADLs is measured to determine classification of disability and eligibility for services

ADA – See “Americans with Disabilities Act of 1990”

ADLs – See “Activities of Daily Living”

Administration on Aging (AoA) – the federal agency responsible for advancing the concerns and interests of older people and their caregivers. AoA works to promote home and community-based services to millions of older persons through programs funded under the Older Americans Act. See “Community Living Program” as one example

AFI – See “Assets for Independence”

Air Carriers Access Act – A federal law prohibiting discrimination in air travel and providing equal access for persons with disabilities

American Association of Retired Persons (former name of AARP) – A national organization which provides advocacy and information to seniors

Americans with Disabilities Act of 1990 (ADA) – Civil rights legislation that guarantees rights and accommodations to persons with disabilities

AoA – See “Administration on Aging”

Arc, The (formerly the Association for Retarded Citizens) – National advocacy organization for people with cognitive/intellectual disabilities

Area Agencies on Aging (AAA, Triple A's) – Funded under the Older Americans Act to provide advocacy for seniors

Assets for Independence (AFI) – Enables community-based nonprofits and government agencies to implement and demonstrate an assets-based approach for giving low-income families a hand up out of poverty. AFI projects help participants save earned income in special-purpose, matched savings accounts called Individual Development Accounts (IDAs).

Assisted Living – Residence that provides housing, supportive services, and health care; a less restrictive alternative to a nursing home for people who can do some things for themselves

Assistive Technology (AT) – Equipment that maximizes independence for an individual with a disability

AT – See “Assistive Technology”

BESB – See “Board of Education and Services for the Blind”

Board of Education and Services for the Blind (BESB) – State agency which provides vocational and independent living services to people with visual impairments

BRS – See “Bureau of Rehabilitation Services”

Bureau of Rehabilitation Services (BRS) – A division of the Connecticut Department of Social Services responsible for helping individuals with disabilities to obtain employment

CACIL (Connecticut Association of Centers for Independent Living) – An organization that supports the activities of Connecticut’s five independent living centers

Cash and Counseling – Method of funding independent living supports in which consumers receive training and are then given control of their service dollars

CCCI (Connecticut Community Care, Inc.) – An organization which assesses, coordinates and monitors home and community based services for elderly individuals and people with disabilities

CDHI (Commission on the Deaf and Hearing Impaired) – A state agency that serves the Deaf and hard of hearing population, including the provision of sign language interpreters

Center for Independent Living (also called an independent living center or ILC) – A federally mandated agency that provides advocacy and counseling services to people with disabilities (Contact information for Connecticut’s five ILCs is on **page 32.**)

Centers for Medicare & Medicaid Services (CMS) – Federal agency that oversees the administration of Medicare and Medicaid, and sometimes offers grants towards improving the current system

CHCPE (Connecticut Home Care Program for Elders) – A program using state and federal funding to provide the supports seniors need to remain in their homes

Choices Are for Everyone – Connecticut’s “Olmstead Plan” for home and community based services and supports for people with disabilities

Circle of Support – Friends, family members, and others in the life of a person with a disability who come together to provide support and to assist him or her in reaching personal goals

CLRP (Connecticut Legal Rights Project) – Provides advocacy to people in the mental health system

CMS – See “Centers for Medicare & Medicaid Services”

COLA – Cost of living adjustment

Commission on the Deaf and Hearing Impaired (CDHI) – A state agency that serves the Deaf and hard of hearing population, including the provision of sign language interpreters

Community Living Program – Administration on Aging grant program, formerly known as Nursing Home Diversion. Designed to help people who are at risk of nursing home admission continue to live at home; grants are administered through State Units on Aging

Connect-Ability (Medicaid Infrastructure Grant) – is a federally funded initiative that works to remove barriers that exist for individuals with disabilities in achieving their employment goals.

Connecticut Association of Centers for Independent Living (CACIL) – An organization that supports the activities of Connecticut’s five independent living centers

Connecticut Commission on Aging – Commission appointed by the governor and legislators to promote the interests of Connecticut seniors

Connecticut Community Care, Inc. (CCCI) – An organization which assesses, coordinates and monitors home and community based services for elderly individuals and people with disabilities

Connecticut Council on Developmental Disabilities (DD Council) – Federally funded body that promotes the interest of people with developmental and other disabilities

Connecticut Home Care Program for Elders (CHCPE) – A program using state and federal funding to provide the supports seniors need to remain in their homes

Connecticut Legal Rights Project (CLRP) – Provides advocacy to people in the mental health system

Connecticut Olmstead Coalition – Broad-based coalition of individuals and agencies dedicated to implementation of the Supreme Court’s decision in Olmstead v. L.C.

Consumer direction and control (self-determination) – Model in which the individual receiving the services determines the form and structure of the services provided

DD Council (Connecticut Council on Developmental Disabilities) – Federally funded body that promotes the interest of people with developmental and other disabilities

DECD (Department of Economic and Community Development) – The state agency that is responsible for assisted living and other housing for seniors and individuals with disabilities

DCF (Department of Children and Families) – State agency responsible for protecting children from abuse and neglect

DD (developmental disability) – A disability occurring before the age of 22 that will likely result in the need for lifelong supports

DDS – See “Department of Developmental Services”

Department of Children and Families (DCF) – State agency responsible for protecting children from abuse and neglect

Department of Developmental Services (DDS) – State agency that provides services to people with cognitive/intellectual disabilities (formerly the Department of Mental Retardation)

Department of Economic and Community Development (DECD) – The state agency that is responsible for assisted living and other housing for seniors and individuals with disabilities

Department of Housing and Urban Development (HUD) – Federal department that provides housing assistance including Section 8 vouchers for low-income individuals with disabilities

Department of Mental Health and Addiction Services (DMHAS) – State agency that provides services to people with mental illnesses and/or substance use disorders

Department of Social Services (DSS) – State agency that provides a number of programs to support people in need and which administers Medicaid

Developmental Disability (DD) – A disability occurring before the age of 22 that will likely result in the need for lifelong supports

Dignity of risk – The belief that an individual with a disability has the same right as everyone else to make choices that could involve some risk

Disability Advocacy Collaborative – Coalition of disability groups, individuals, and families that promotes the sharing of information, self-advocacy, and systems change

DMHAS (Department of Mental Health and Addiction Services) – State agency that provides services to people with mental illnesses and/or substance use disorders

DSS (Department of Social Services) – State agency that provides a number of programs to support people in need and which administers Medicaid

HCBS – See “Home and Community Based Services”

HHS (Department of Health and Human Services) – Federal department that regulates medical and human services

Home and Community Based Services (HCBS) – Supports provided to people with disabilities and seniors in their own homes and communities

HUD (Department of Housing and Urban Development) – Federal department that provides housing assistance including Section 8 vouchers for low-income individuals with disabilities

ICF-MR (Intermediate Care Facility for the Mentally Retarded) – An institutional residence for individuals with cognitive/intellectual disabilities

IDA – See “Individual Development Account”

IDEA – See “Individuals with Disabilities Education Act”

Individual Development Account (IDA) – Also known as “IDAs,” are matched savings accounts. In a matched account, the participant receives an additional deposit each time they add to their savings. For example, if someone receives a 2:1 match, each \$25 deposit is matched with an additional \$50 toward a savings goal. In most cases, IDAs are used specifically for three purposes: 1) starting a business, 2) buying a home, 3) or, for going back to school.

Individuals with Disabilities Education Act (IDEA) – Federal law that guarantees children with disabilities access to a free and appropriate public education (formerly known as the Education for All Handicapped Children Act)

IEP (Individualized Education Plan) – A statement of educational goals and plans for accomplishing those goals created for special education students

ILC – See “Independent Living Center”

Inclusion – A concept that goes beyond simple physical desegregation to the notion that the goal should be a society where individuals take part in a full and equal manner in every facet of community life

Independent Living Center (ILC) – A federally mandated agency that provides advocacy and counseling services to people with disabilities (Contact information for Connecticut’s five ILCs is on [page 32](#).)

Independent Living Model – A view that sees disability as barriers in the environment or lack of accommodation rather than as a problem with a person; emphasis on removal of barriers and consumer control. For another view, see “Medical Model”

Individualized Education Plan (IEP) – A statement of educational goals and plans for accomplishing those goals created for special education students

Integration Mandate – Statement in the Americans with Disabilities Act that obligates states to provide services in the most integrated setting

Intermediate Care Facility for the Mentally Retarded (ICF-MR) – An institutional residence for individuals with cognitive/intellectual disabilities

Katie Beckett Waiver (Model Waiver) – Medicaid program that provides community services and supports to individuals of any age; often used to support children and youth with serious medical issues

Keep the Promise Coalition – Coalition dedicated to improving services and supports available to individuals with psychiatric labels

LEA (Local Education Authority) – District responsible for appropriate education of children with disabilities in a town or set of towns

LMHA – See “Local Mental Health Authority”

Local Education Authority (LEA) – District responsible for appropriate education of children with disabilities in a town or set of towns

Local Mental Health Authority (LMHA) – Local entity responsible for mental health treatment for people in a designated district

Long-Term Care Advisory Council – Statutory council made up of users and providers of long-term care services which advises the Long-Term Care Planning Committee

Long-Term Care Plan – Document containing recommendations about the provision of services for state citizens of all ages in need of long-term care; coordinated by the Long-Term Care Planning Committee

Long-Term Care Planning Committee – Committee mandated in statute to oversee long-term care in Connecticut, consisting of legislators and state agency representatives

Long-Term Care Ombudsman – An independent state agency that provides advocacy for individuals in skilled nursing facilities, assisted living, and residential care homes

MED-Connect (also known as Medicaid for the Employed Disabled) – Expanded eligibility so that people with disabilities can work and still have access to medical insurance and waiver supports; income and asset limits are much higher than traditional Medicaid

Medicaid (Title XIX or 19) – A state and federally funded program for low-income and medically vulnerable people

Medicaid for the Employed Disabled – See “MED-Connect”

Medical Model – Focus on the impairments of people with disabilities and on treatment to help them fit into society; medical personnel are the “experts” and the person with a disability is a “patient.” For another view, see “Independent Living Model”

Medicare – A federal health insurance program for Social Security Disability Insurance beneficiaries and people over 65

MI – Mental illness, a term that is being replaced by “people with mental illnesses and/or substance use disorders”

Model Waiver (Katie Beckett Waiver) – Medicaid program that provides community services and supports to individuals of any age; often used to support children and youth with serious medical issues

Money Follows the Person (Portability of Funds) – Using Medicaid money to provide community-based services and supports for persons leaving an institution

MR – Mental retardation, a term that is being replaced by “intellectual disability” or “cognitive disability”

NAPAS – See “National Association of Protection and Advocacy Systems”

NAMI – See “National Alliance on Mental Illness”

National Alliance on Mental Illness (NAMI) – An advocacy organization that promotes the concept of mental illnesses as “brain disorders”

National Association of Protection and Advocacy Systems (NAPAS) – See National Disability Rights Network

National Disability Rights Network (NDRN) – Formerly the National Association of Protection and Advocacy Systems, NDRN is the nonprofit membership organization for the federally mandated Protection and Advocacy (P&A) Systems and Client Assistance Programs (CAP) for individuals with disabilities. Collectively, the P&A/CAP network is the largest provider of legally based advocacy services to people with disabilities in the United States.

National Council on Independent Living (NCIL) – National organization of independent living centers in 50 states and the territories

NCIL – See “National Council on Independent Living”

Nursing Home Diversion – See it under its new name, “Community Living Program”

Older Americans Act – Federal law that calls for a range of programs that offer services to help older Americans remain in their homes

Olmstead Coalition (Connecticut Olmstead Coalition) – Broad-based coalition of individuals and agencies dedicated to implementation of the Supreme Court’s decision in *Olmstead v. L.C.*

Olmstead Decision (Olmstead v. L.C.) – June 1999 U.S. Supreme Court ruling which affirmed the ADA mandate requiring states to provide services and supports for individuals with disabilities in the least restrictive setting appropriate to their needs

OPA – See “OPAPD”

OPAPD (OPA) – Office of Protection and Advocacy for Persons with Disabilities, a state agency charged with providing advocacy for individuals with disabilities (usually referred to as P & A)

PAIMI Council – Protection and Advocacy for Individuals with Mental Illness Advisory Council, administered by the Office of Protection and Advocacy for Persons with Disabilities. Monitors services for individuals with mental illness in institutions and the community

PASS – See “Plan to Achieve Self-Support”

PCA (Personal Care Attendant, Personal Assistant, or PA) – A person hired by an individual with a disability to assist him or her in performing activities of daily living at home or in the community; some people are on a waiver program that pays for this assistance

PCA Waiver – See “Personal Care Assistance Waiver”

Person Centered Planning – An approach in which the person with the disability is the focus and respected author of his or her own life direction; often used in conjunction with a circle of support

Personal Assistance Services (PAS) – Services provided by a personal assistant

Personal Assistant (Personal Care Attendant, PCA, or PA) – A person hired by an individual with a disability to assist him or her in performing activities of daily living at home or in the community; some people are on a waiver program that pays for this assistance

Personal Care Assistance Waiver – Medicaid waiver that provides funding for personal assistance services

Personal Care Attendant – See “PCA” or “Personal Assistant”

Plan to Achieve Self-Support (PASS) – Allows someone who receives SSI or could qualify for SSI, to set aside other income besides SSI and/or other resources for a specified period of time to pursue a work goal.

Planning and Placement Team (PPT) – Teachers, educational staff, and parents who meet to create an Individualized Education Plan (IEP) and evaluate progress of special education students

Portability of Funds (Money Follows the Person) – Using Medicaid money to provide community-based services and supports for persons leaving an institution

PPT – See “Planning and Placement Team”

Protective Services for the Elderly (PSE) – A state program through the Department of Social Services to intervene if it is suspected that a senior is being abused, neglected or exploited

PSE – See “Protective Services for the Elderly”

Real Choice Systems Change Grants – Grant opportunities offered by the federal government (CMS) to facilitate states’ shift to community-based supports

RCF (Residential Care Facility) – A boarding facility housing primarily individuals with psychiatric disabilities, for whom the facility is required to provide three meals, a bed, and medication assistance

Recovery Model – A concept derived from the addiction community that focuses on a person’s ability to rebuild his or her life despite a psychiatric condition

Residential Care Facility (RCF) – A boarding facility housing primarily individuals with psychiatric disabilities, for whom the facility is required to provide three meals, a bed, and medication assistance

SAMHSA (Substance Abuse and Mental Health Services Administration) – A division of the federal Department of Health and Human Services focusing on the areas of psychiatric disability and substance abuse

Section 504 – A section of the federal Rehabilitation Act that mandates accessibility standards for agencies that receive federal funding

Self-determination (consumer direction and control) – Model in which the individual receiving the services determines the form and structure of the services provided

SILC – See “State Independent Living Council”

Social Role Valorization (SRV) – A concept that promotes respect of individuals with disabilities by envisioning and supporting them in taking on valued social roles, such as neighbor and customer

Social Security Disability Insurance (SSDI) – A cash benefit available to individuals with disabilities based on their work history

SRV – See “Social Role Valorization”

State Independent Living Council (SILC) – A federally mandated council charged with oversight of independent living programs; Connecticut’s SILC also creates the State Independent Living Plan

SSDI – See “Social Security Disability Insurance”

SSI – See “Supplemental Security Income”

Substance Abuse and Mental Health Services Administration (SAMHSA) – A division of the federal Department of Health and Human Services focusing on the areas of psychiatric disability and substance abuse

Supplemental Security Income (SSI) – A cash benefit for people with disabilities who have not worked or worked very little

Supported Living – An integrated environment where a person with a disability is helped to live independently with individualized supports and independent living skills training

Title XIX or 19 (Medicaid) – A state and federally funded program for low-income and medically vulnerable people

Triple A’s (or AAA) – Area Agencies on Aging, funded under the Older Americans Act to provide advocacy for seniors

Workplace Personal Assistance Services (WPAS) – Services provided by a personal assistant during the workday so that a person with a disability can be employed; services may be personal, such as help with eating, or related to the job, such as driving to meetings